DOCUMENT RESUME

ED 171 961 CE 021 573

TITLE	Merchandising Your Job Talents. Revised Edition.
INSTITUTION	Employment and Training Administration (DOL), Washington, D.C.
PUB DATE	78
NOTE	29p.
AVAILABLE FROM	Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402 (Stock No. 029-000-00304-1)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Career Education; *Employment Interviews; Employment Opportunities; *Employment Qualifications; *Job Application; *Job Search Methods; *Job Skills; Resources; Self Evaluation

ABSTRACT

This booklet is a guide for job applicants. It offers suggestions on (1) how to perform a self-appraisal and where to find out about job qualifications, (2) how to prepare a resume, (3) how to write a letter of application, (4) where to go for information on job opportunities, and (5) how to present employment qualifications in the job interview. Sample resumes and a letter of application are included. Also, the guide offers tips on planning time, taking tests, and learning to profit from job interviews. (CSS)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

Merchandising Your Job Talents

U.S. Department of Labor
Ray Marshall, Secretary
Employment and Training Administration
Ernest G. Green
Assistant Secretary for Employment and Training
1978 (revised)

ED171961
CE 021 573

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

For sale by the Superintendent of Documents, U.S. Government Printing Office
Washington, D.C. 20402

Stock No. 029-000-00304-1

Contents

Introduction	1
Self-appraisal	2
Preparing a résumé	5
Suggested outline for your résumé	7
Letter of application	12
Sources of job information	15
Planning your time	17
Job interview	19
Testing	23
After the interview	24

Introduction

You want a job. And you feel that somewhere, some employer has precisely the job you want—one that fully utilizes your knowledge and abilities and provides challenge and opportunities for advancement.

To find that job, you need to carry out a well-planned job search. You have a product to sell—your knowledge, skills, and experience. What you need to know is how to market it most effectively. Whether you are just out of school and ready to start your career or looking for a new position after 20 years' experience, some of the techniques presented in this pamphlet may help you. It offers suggestions on:

- Where you can find out more about the kinds of jobs you are qualified to hold.
- How to present your background in a résumé that will convince an employer that you are the person for the job.
- How to write a letter of application that catches an employer's interest.
- Where to go for information on job opportunities in your field.
- How to present your qualifications to the best advantage at a job interview.

And it offers tips on planning your time, taking tests, and learning to profit from your job interviews.

Self-Appraisal

As the first step in merchandising your talents, you should decide exactly what your qualifications are. You need a detailed inventory of your background and experience so that you will know exactly what assets you have to offer an employer.

No matter what type of job you seek, your inventory will be a basic tool in your search. If you are marketing your skills for a professional or office position, it will contain the information you need to prepare your résumé. If you are looking for work in a skilled trade or other field in which résumés are not expected, your inventory will help you decide how to present your qualifications at a job interview and be your source for the facts, dates, and other information you will need to give an employer.

To prepare your inventory chart, follow the outline below. Write out, on a separate sheet of paper, all the data you think might help you in your job search. Later, you can weed out the list and select the assets that are relevant to the job you seek.

1. *Work history*
   List all of your jobs, including part-time, summer, and freelance work. For each job, give the name and address of your employer, your job title, the details of your duties, and the dates you were employed. Then ask yourself:
   What did I like about each job? Why?
   What did I dislike about each job? Why?
   Why did I leave?
2. *Skills and abilities.* Ask yourself: What personal qualities do I have that make me good at certain work? Think back over your job experience and school and volunteer activities and try to be honest with yourself. Are your strong points initiative, imagination, leadership, ability to organize, willingness to follow orders, interest in detail, or ability to work with people? What did I learn on the job that I can use in another position? (For example, operation of a machine or office equipment or blueprint reading.)
3. *Education.* List:
   The schools you attended and the dates, the principal courses you took, and the degrees you received.
   The business, vocational, military, on-the-job training, or special courses you took, the dates, and any certificates you received.
   Then ask yourself:
   What courses or training did I like best and why?
   What courses or training did I dislike and why?
   Now list your scholarships or honors and your extracurricular activities.
   If you are a recent graduate, your activities may be a significant part of your job qualifications (for example, work on the school newspaper or campus radio station). Even if they are not directly related to a job, they may help you decide what your best

talents and interests are. (For example, do you enjoy sports, recreation, and outdoor activities? Did you excel on the debate team? Are you good at organizing a group to do a job?)

4. *Interests, talents, and aptitudes.* Ask yourself:
   What are my hobbies or volunteer activities?
   What are my special talents or aptitudes? For example, can I fix a car? Play a musical instrument? Speak another language besides English? Am I good at drawing or painting?
   What do I learn most easily?
   How can I relate my talents and interests to a job?

5. *Does my physical condition limit me in any way?*

6. *Is it necessary for me to change my field of work?*

7. *How long can I afford to be out of work?*

8. *Career goal*
   What kind of work do I want to be doing 5 or 10 years from now?
   What sort of job should I seek now in order to prepare for my goal?

9. *Jobs I want*
   Considering all the information in your inventory, list the types of jobs you feel you are best qualified for and want. List them in order of your preference.

If you have completed your inventory, you are ready for the next step—either preparing your résumé or selecting your sources of job information. But perhaps you have considered all the factors in your background and still are not ready to answer the key question: What kind of job do I want? You may be just out of school or the service and know little about the sorts of jobs that are open to you. You may have decided that you are on the wrong track vocationally and want to switch to a new field. Perhaps you have been out of the labor force for years because of family responsibilities. Or for other reasons you are not sure what your job goal should be.

You need to learn more about different types of jobs. A good place to go is your local State employment service office. This office has information about jobs and the qualifications needed to fill them. You may be given an appointment with a career counselor who will help you decide what sort of work is best suited to your abilities and interests.

Another good source of information about various types of jobs is your local public library. You can find books that tell you about specific careers and consult the *Occupational Outlook Handbook*, published by the U.S. Department of Labor. The *Handbook* gives the latest information about more than 850 occupations. For each, it tells about the work involved, where the jobs are located, what training and other qualifications are needed to get them, and the chances for advancement. It also discusses earnings and working conditions and assesses future job opportunities for people in the field. And it tells you where to go for more information about any occupations of particular interest to you.

Once you have decided on your job goal, the employment service can give you other help—such as assistance in preparing your résumé and group training in job finding. When you are ready, it may be able to refer you to the sort of job you want.

Preparing a Résumé

If you are seeking a professional, technical, administrative, or managerial job, you will need a résumé. One is also needed in applying for many clerical and sales positions. An effective résumé "gets your foot in the door." It often leads to personal interviews that you might not otherwise have.

Your inventory chart should contain all the information you need to prepare your résumé. You now have to *select, arrange,* and *organize* this raw material in the way that best relates your background to the job you seek.

Your first task is to *select* the data you want to use. Ask yourself: Which parts of my training and experience are relevant to my job goal? Which parts, if any, are unrelated? Give all pertinent details about the positions that relate to your goal. But be brief in listing unrelated jobs; they are of little interest to a prospective employer.

Next you must *arrange* the information you have selected. To catch an employer's attention, plan to list your best qualifications early in your résumé. Ask yourself: Is my work experience the most important part of my résumé? Or will an employer be more interested in my education and training?

You can *organize* your experience in one of two ways—by job or by function. You may want to look over the suggested outline and sample résumés before you decide which one presents your work experience better.

Your résumé should be detailed enough to give an employer the information needed to assess your qualifications. At the same time it should be concise. A busy employer wants the pertinent facts in as few words as possible. For example, in your work history the full sentence, "I was responsible for analyzing the cost sheets from the production department," can be condensed into a short phrase starting with an action verb: "Analyzed production cost sheets."

If you have more than one job objective, you have two alternatives.

1. You can list, in order of preference, the jobs you are qualified for. Your résumé should include all data relevant to each job. This will give you one all-purpose résumé. It has the clear advantages of simplicity and speed. You can prepare in advance as many copies as you think you will need and have one ready to pass out whenever you want it.

2. You can prepare a résumé directed specifically to each job objective. You will need a basic résumé to use as a guide. Before applying for a particular job, you will prepare a résumé that presents your background in the way most likely to interest that employer. This, of course, takes more time and effort. You may decide it is worth the extra trouble:

- If your job goals are in separate fields (for example, research assistant, copywriter, or English teacher).
- If you will approach several types of institutions, which may place more value on different aspects of your background. (For example, one may emphasize certain academic degrees, while a second is interested in a particular part of your job experience, and still another may be looking for clues to your personal traits, such as ability to persuade or deal tactfully with others.)

The details—They do make a difference. If possible, your résumé

should be typewritten. If you can't type it yourself, having a copy typed is usually a good investment. You may need anywhere from 2 to 200 copies, depending on the type of job you seek, the supply and demand in your field, and the geographic area you wish to cover. If your distribution needs are large and you can use the same résumé without change for any employer, a good practice is to have enough copies duplicated for your anticipated needs. Avoid passing out carbon copies. They advertise the fact that you gave the original to someone else. If you need only a few copies, an alternate method is to print your résumé clearly in ink.

Suggested Outline for Your Résumé

1. *Personal data*
   Begin with your name, address, and telephone number. Other personal data, such as your date of birth (optional) and your marital status and dependents, may follow or appear at the end of your résumé.

2. *Employment objective*
   Indicate the kind of job you are seeking. If you are qualified for several jobs and are preparing one all-purpose résumé, list them in order of your preference.

3. *Work history*
   You can organize this information in two ways. Choose the one that presents your work experience better.

   a. *By job*
      List each job separately (even if the jobs were within the same firm), starting with the most recent one and working backward. For each job, list:
      Dates of employment
      Name and address of employer and nature of the business
      Position you held
      Then describe your job, showing:
      Specific job duties—The tasks you performed, including any special assignments and use of special instruments or equipment.
      Scope of responsibility—Your place in the organization, how many people you supervised, and in turn, the degree of supervision you received.
      Accomplishments—If possible, give concrete facts and figures.

b. By function

List the functions (fields of specialization or types of work, such as engineering, sales promotion, or personnel management) you performed that are related to your present job objectives.

Then describe briefly the work you have done in each of these fields, without breaking it down by jobs.

4. *Education* (If this is your main selling point, put it before your work history.)

List your formal education, giving:

High school (can be omitted if you have a higher degree), college, graduate school, and other courses or training

Dates of graduation or leaving school

Degrees or certificates received

Major and minor subjects and other courses related to your job goal

Scholarships and honors

Extracurricular activities (if you are a recent graduate and your activities pertain to your job goal)

5. *Military experience*

List your military service if it is recent or pertinent to your job goal, indicating:

Branch and length of service

Major duties, including details of assignments related to the job you seek

(Indicate any pertinent military training here or under your education.)

6. *Miscellaneous*

If appropriate to your field of work, give such information as:

Knowledge of foreign languages

Volunteer or leisuretime activities

Special skills, such as typing, shorthand, or ability to operate special equipment

Membership in professional organizations

Articles published, inventions, or patents

7. *References*

Give the names, positions, and addresses of three persons who have direct knowledge of your work competence. If you are a recent graduate, you can list teachers who are familiar with your school work. When possible, you should obtain the permission of the persons you use as references.

The following examples show some of the ways that a jobseeker can organize a résumé. They are for use only as general guides.

Ruth A. Roe
487 Franklin Drive
Woodland, N.Y. 10124
561-2573

(date of résumé)
Marital status: married, no children
Date of birth: October 21, 1947

EMPLOYMENT OBJECTIVE

Children's librarian

EDUCATION

Hunter College, B.S., 1969. *Major:* Elementary education, *Minor:* Child psychology
Columbia University, master's degree, 1974, library science

EXPERIENCE

1969-73, Woodland Elementary School, 231 Ritchie Lane, Woodland, N.Y. Taught fifth grade. A major objective was to stimulate pupils to do more independent reading. To this end, prepared displays and organized field trips to nearby libraries in connection with annual book fair; assisted part-time librarian in reorganizing instructional materials center to make it easier to use and more inviting in appearance; and took training course and for 2 years conducted a junior great books course for pupils at Woodland.

1968-69 (part time during school year and full time during summer of 1969). Bowen Library, 441 Playford Street, New York, N.Y. Library clerk. Located books for patrons and answered nonprofessional inquiries. Received, sorted, repaired, and shelved books.

Summer, 1968. Mobile Manufacturing Company, 24 W. Fifth Street, Woodland, N.Y. Clerk-typist. Acted as secretary to vice president while regular secretary was on vacation.

Summers, 1966 and 1967. Highpoint Camp, Wilson Road, Adirondacks, N.Y. Taught arts and crafts and supervised bunk of 10- and 11-year-old girls.

SPECIAL SKILLS

Spanish: Good reading, writing, and speaking knowledge.
Operate various types of visual equipment.

REFERENCES

Dr. Margaret Martin, Professor of Library Science, Columbia University, New York, N.Y. 10027

Mr. Wilbur Miller, Principal, Woodland Elementary School, 231 Ritchie Lane, Woodland, N.Y. 10123

Mr. Walter Snyder, Chief Librarian, Bowen Library, 441 Playford Street, New York, N.Y. 10009

John W. Doe
304 Amen St.
San Francisco, Calif. 94102
778-0000

(date of résumé)

OBJECTIVE

Sales executive

SALES PROMOTION

Devised and supervised sales promotion projects for large business firms and manufacturers, mostly in the electronics field. Originated newspaper, radio, and television advertising and coordinated sales promotion with public relations and sales management. Analyzed market potentials and developed new techniques to increase sales effectiveness and reduce sales costs. Developed sales training manuals.
As sales executive and promotion consultant handled a great variety of accounts. Sales potentials in these firms varied from $100,000 to $5 million per annum. Was successful in raising the volume of sales in many of these firms 25 percent within the first year.

SALES MANAGEMENT

Hired and supervised sales staff on a local, area, and national basis. Established branch offices throughout the United States and developed uniform systems of processing orders and sales records. Promoted new products as well as improving sales of old ones. Developed sales training program. Developed a catalog system involving inventory control to facilitate movement of scarce stock between branches.

MARKET RESEARCH

Devised and supervised market research projects to determine sales potentials, as well as need for advertising. Wrote detailed reports and recommendations describing each step in distribution, areas for development, and plans for sales improvement.

SALES

Retail and wholesale. Direct sales to consumer, jobber, and manufacturer. Hard goods, small metals, and electrical appliances.

ORDER CLERK

Received, processed, and expedited orders. Trouble shooter. Set up order control system which was adopted for all branches.

FIRMS

1964-1974	B. B. Bowen Sales Development Co., San Francisco, Calif.	Sales Executive

1955-1963	James Bresher Commercial and Industrial Sales Research Corp. Oakland, Calif.	Sr. Sales Promotion Mgr.
1950-1955	Dunnock Brothers Electronics Co., San Francisco, Calif.	Order Clerk, Salesworker, Sales Mgr.

EDUCATION

University of California, B.S. 1949; *Major:* Business Admin.

PERSONAL DATA

Birth date, January 4, 1924. Married, three children. World War II veteran.

Jane D. Jones
593 Ninth Avenue
Anytown, Ala. 35204
422-2824

(date of résumé)
Age: 22
Marital status: single

EMPLOYMENT OBJECTIVE
Reporter, copy editor

EDUCATION

Standard State University, University City, Ala. B.S., cum laude, 1974. *Major:* Journalism, *Minor:* Psychology, other courses: Beginning and advanced photography
Honors: Phi Kappa Phi
Extracurricular activities: Editor of college newspaper. Served earlier as copy editor and reporter.

EXPERIENCE

1973-74 school year. Correspondent in University City for *Anytown Gazette*, Anytown, Ala.

June-August 1973. *Anytown Gazette*. Although working as a copy runner, I received a number of editorial assignments. Besides covering meetings and writing obituaries, I did a feature series with photographs on the county arts group. (Attached is a one-sheet photostat showing clippings of stories I wrote for the *Gazette.)*

Summers 1971 and 1972. Wilder Dress Shop, 215 Main Street, Anytown, Ala. Sales clerk.

REFERENCES

Prof. J. W. Wynn, School of Journalism, Standard State University, University City, Ala. 34205

Mr. William T. Ryan, editor, *Anytown Gazette*, Anytown, Ala. 35204

Mrs. Dora Cohen, assistant professor of journalism, Standard State University, University City, Ala. 34205

Letter of Application

In many fields of work, writing a letter of application is the customary way to ask for a personal interview. This is particularly true in the following cases:

1. When the employer you wish to contact lives in another city or town.
2. As a cover letter when you are mailing résumés.
3. When you are answering a want ad.

The following guidelines may help you write a letter of application:

1. Type neatly, using care in sentence structure, spelling, and punctuation.
2. Use a good grade of letter-sized white bond paper.
3. Address your letter to a specific person, if possible (use city directories or other sources).
4. State exactly the kind of position you are seeking and why you are applying to the particular firm.
5. Be clear, brief, and businesslike.
6. Enclose a résumé.

Letters of application will vary considerably depending on the circumstances in which they are used. The sample illustrates one way of writing such a letter.

(date)

Mr. Wilbert R. Wilson
President, Metallic Manufacturing Company
3893 Factory Boulevard
Cleveland, Ohio

Dear Mr. Wilson:

Recently I learned, through Dr. Robert R. Roberts of Atlantic and Pacific University, of the expansion of your company's sales operations and your plans to create a new position of sales director. If this position is open, I would appreciate your considering me for it.

Starting with over-the-counter sales and order service, I have had progressively more responsible and diverse experience in merchandising products similar to yours. In recent years I have carried out a variety of sales promotion and top management assignments.

For your review I am enclosing a résumé of my qualifications. I would appreciate a personal interview with you in order to discuss my application further.

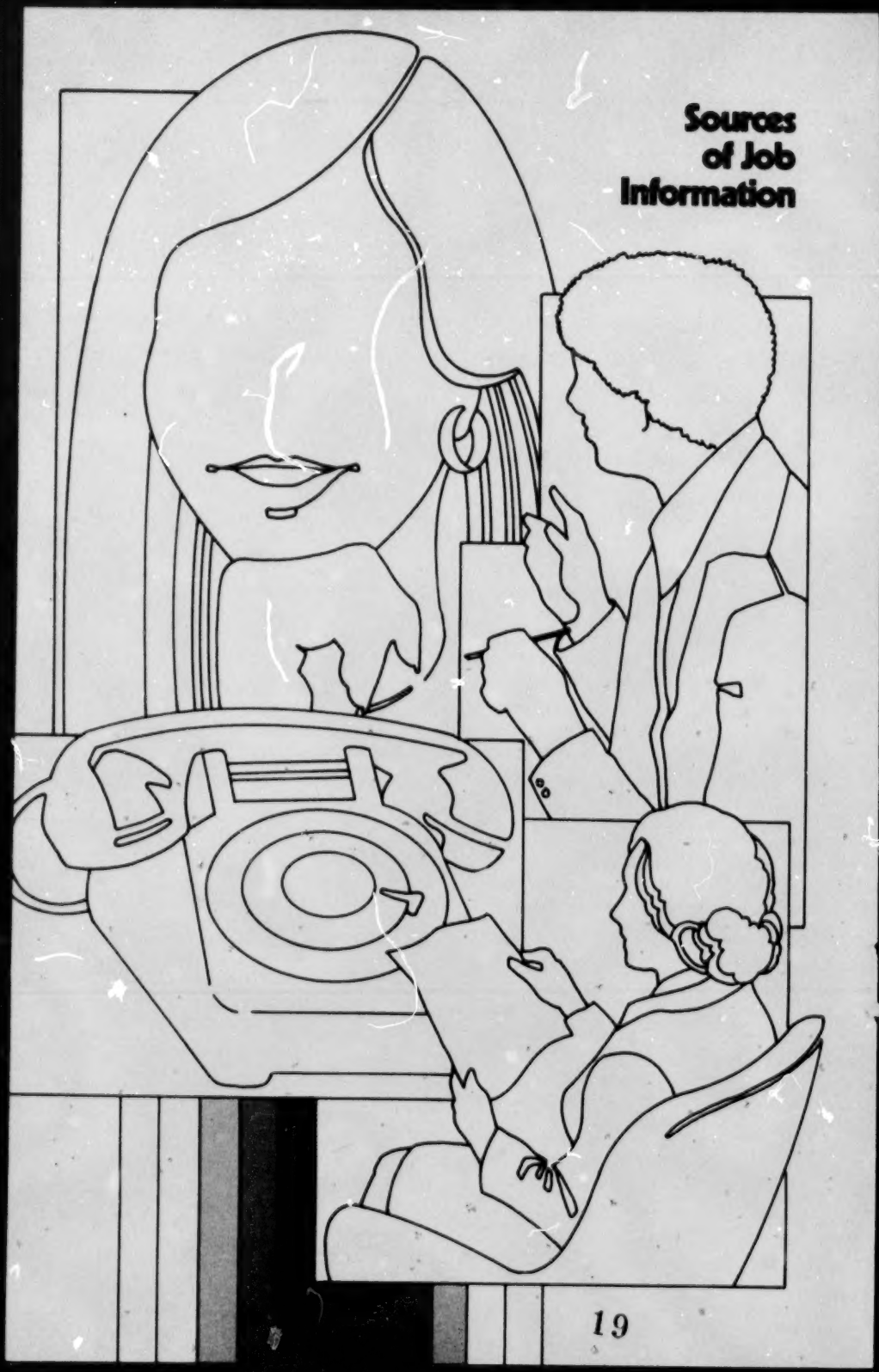
Very truly yours,

John W. Doe

Enclosure.

(This letter refers to the résumé for sales executive on p.10)

Sources of Job Information



Your first source of job information will probably be friends, neighbors, and relatives. Through their work or social and business contacts, they may know of opportunities not listed by regular sources. But, of course, their knowledge is likely to be limited to their own and perhaps a few other places of employment.

At the same time you consult personal sources, you will want to explore the usual channels of job information. From among the many sources, you will have to select those most appropriate for you. Which ones they are will depend on the type of job you want, where you live and want to work, and the demand in your field.

Do not hesitate to use any source because you think it may not serve persons of your race, color, religion, sex, or national origin. Under the Civil Rights Act of 1964, all employment agencies, both public and private, are required to refer applicants to employers without regard to these factors. The Age Discrimination in Employment Act of 1967 forbids agencies to discriminate against older workers. These laws also bar discrimination in hiring.

Some of the sources of job information are listed below. Brief comments on their characteristics may help you choose the ones best suited to your needs.

1. State employment services
—Have more job listings in more occupational categories than any other single source.
—Know about area job openings, even among employers who have not listed their openings with the employment service.
—Have approximately 2,400 local offices conveniently located in all parts of the country.
—Operate computerized job banks in all major cities and many smaller ones to bring up-to-the-minute information on all openings in a metropolitan or larger area to people looking for work at any employment service office in the area.
—Provide national registries for selected professional workers, such as economists, librarians, statisticians, correctional services personnel, and engineers and scientists.
—Provide placement service at national professional conventions.
—Offer counseling and career consultation.
—Provide aptitude and proficiency testing.
—Have daily contacts with thousands of employers.
—Accumulate and distribute local, statewide, and national labor market information.
—Charge no fees.

2. School or college placement services
— A productive source for professional openings.
—Usually available only to students and alumni of the school.

3. Want ads in newspapers, professional journals, and trade magazines
—Provide a broad range of definite openings.
—A large share of listings in magazines devoted to your field are likely to be for jobs you are qualified to fill.
—Descriptions of jobs may not be detailed enough for you to decide whether you are qualified.
—Analysis of the ads provides information about the extent of employment activity in your field throughout the area.

4. Industrial and craft unions
—Have exclusive hiring authority for some firms.

—Each deals with a limited number of occupations.
—Productive source for members, particularly those with seniority.

5. U.S. Civil Service Commission
—Handles U.S. Government civilian jobs.
—Fills jobs in a wide variety of professional, technical, clerical, craft, and other occupations.
—Positions are located in Washington, D.C., throughout the United States, and overseas.
—Jobs are filled on a merit basis as determined by the results of examinations and ratings of experience and education.
—Examinations are given several times a year in cities throughout the Nation. Tests for entry-level professional positions are conducted at many universities and other schools.
—Most post offices have application forms and information on job opportunities. You can also write for information to the U.S. Civil Service Commission, Washington, D.C. 20415.

6. Private employment agencies
—Usually specialize in a few occupations.
—Some charge applicants a fee for registration or placement; others collect fees from employers.

7. Yellow pages of telephone directory, industrial directories, and Chamber of Commerce lists
—Sources of names of firms that employ workers in your field and other information useful in applying to them.

8. Professional associations
—Useful for specialized occupations.
—Listings available at libraries.

Planning Your Time

Even if you are under no economic pressure to find a job quickly, starting your search promptly is a wise policy. Delays may hurt your chances of finding the job you want. If you have just finished school, for example, you are competing for similar positions with other new graduates in your field. Moreover, a long delay between school or your last job and your application for work may give an employer the impression that his office is one of your last stops in a long and fruitless job search.

Once you start your search you should treat it as a full-time job. Looking for work can become discouraging at times; but sustained effort usually pays off.

The following suggestions may help you plan your time for an efficient job search:

1. Plan and start your search as soon as you know you will need to find a new job.
2. Make your job hunting a full-time project. You work a 40-hour week for your employer; you should work no less for yourself.
3. Once you start your search, do not allow yourself little vacations.
4. Apply early enough in the day to allow time for multiple interviews, tests, or other hiring procedures that may be required.
5. Be on time for appointments.
6. Before approaching a firm, try to learn the best time and day of the week to apply for a job.
7. Follow up leads immediately. If you learn of a job opening late in the day, call the firm to arrange an appointment for the next day. The employer may postpone a hiring decision until then.

Job Interview

A job interview is your showcase for merchandising your talents. During the interview an employer judges your qualifications, appearance, and general fitness for the job opening. It is your opportunity to convince the employer that you can make a real contribution.

Equally important, it gives you a chance to appraise the job, the employer, and the firm. It enables you to decide if the job meets your career needs and interests and whether the employer is of the type and caliber you want to work for.

Before each interview, though, you should assume that the job you are applying for is precisely the one you want—because it may be. To present your qualifications most advantageously, you will need to prepare in advance. You should have the needed papers ready and the necessary information about yourself firmly in mind; and you should know how to act at the interview to make it an effective device for selling your skills.

Preparing for the interview

—Assemble in easily available order all the papers you need to take with you. The principal one is your résumé—unless you have submitted it before the interview. If you have not prepared a résumé, take your school records, social security card, and work records, with the names of your employers and dates of employment. (Prepare your own list if you have no formal records.) You may also need any licenses, union card, or military records you have. If your work is the sort that you can show at an interview, you may want to take a few samples (such as art or design work or published writing).

—Learn all you can about the company where you are going for an interview—its product or service, standing in the industry, number and kinds of jobs available, and hiring policies and practices.

—Know what you have to offer—what education and training you have had, what work you have done, and what you can do. If you have not prepared a résumé, review your inventory chart before you go.

—Know what kind of job you want and why you want to work for the firm where you are applying.

—If you do not have a résumé that includes references, be prepared to furnish the names, addresses, and business affiliations of three persons (not relatives) who are familiar with your work and character. If you are a recent graduate, you can list your teachers. When possible, ask your references for permission to use their names.

—Learn the area salary scale for the type of job you are seeking.

—Never take anyone with you to the interview.

—Allow as much uninterrupted time for the interview as it may require. (For example, do not park your car in a limited time space.)

—Dress conservatively. Avoid either too formal or too casual attire.

You and the interview

—Be pleasant and friendly but businesslike.

—Let the employer control the interview. Your answers should be frank and brief but complete, without rambling. Avoid dogmatic statements.

—Be flexible and willing but give the employer a clear idea of your job preferences.

—Stress your qualifications without exaggeration. The employer's questions or statements will indicate the type of person wanted. Use these clues in presenting your qualifications. For example, if you are being interviewed for an engineering position and the employer mentions that the job will require some customer contact work, use this clue to emphasize any work, experience, or courses you have had in this type of work.

—If you have not sent your résumé in advance, present it or your work records, references, personal data, work samples, or other materials to support your statements when the employer requests them.

—In discussing your previous jobs and work situations, avoid criticizing former employers or fellow workers.

—Don't discuss your personal, domestic, or financial problems unless you are specifically asked about them.

—Don't be in a hurry to ask questions unless the employer invites them. But don't be afraid to ask what you need to know. If the employer offers you a job, be sure you understand exactly what your duties will be. You should also find out what opportunities for advancement will be open to you. A definite understanding about the nature of your job will avoid future disappointment for either you or your employer.

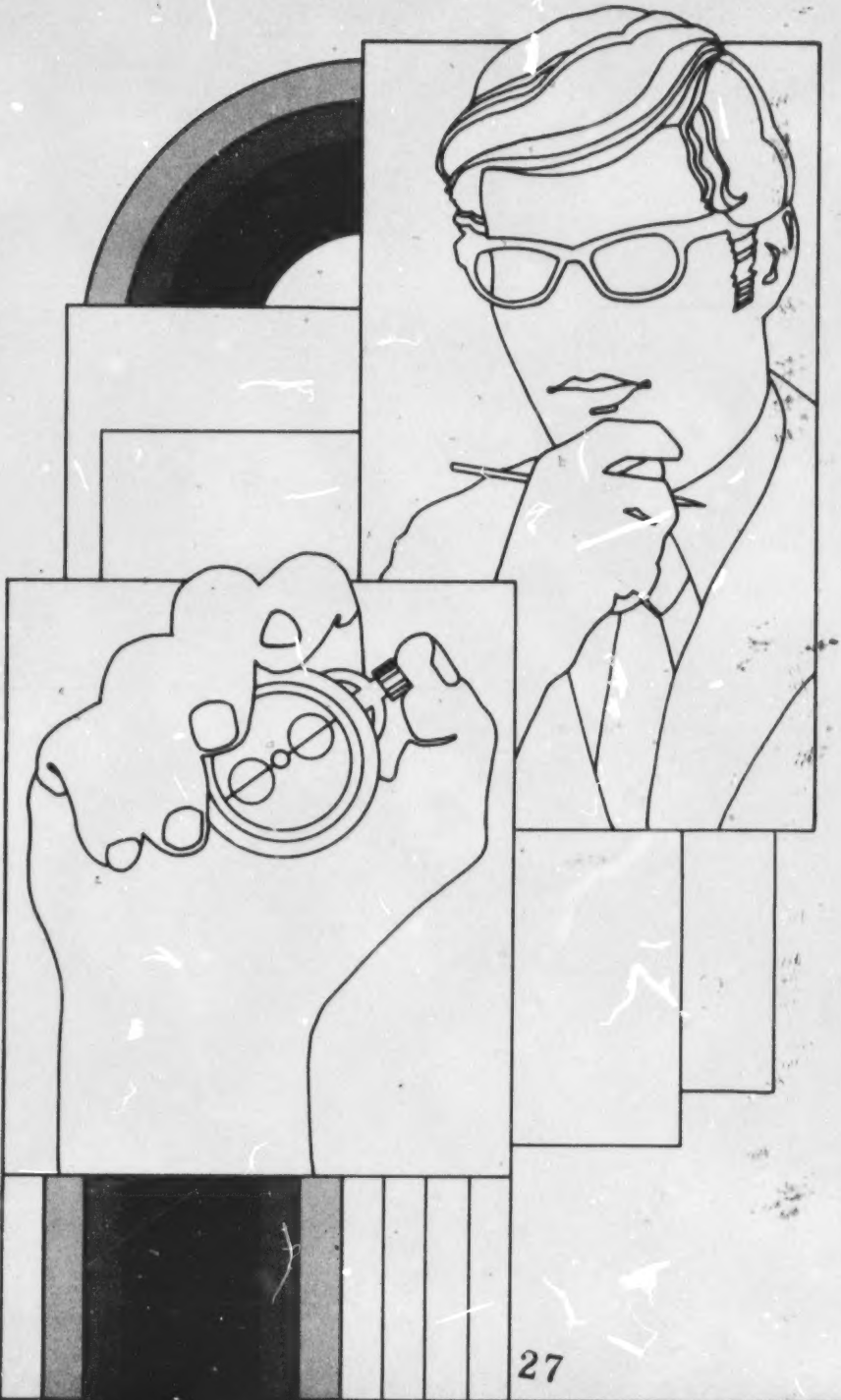
—Be prepared to state the salary you want, but not until the employer has introduced the

subject. Be realistic in discussing salary.

—If the employer does not definitely offer you a job or indicate when you will hear about it, ask when you may call to learn the decision.

—If the employer asks you to call or return for another interview, make a written note of the time, date, and place.

—Thank the employer for the interview. If the firm cannot use you, ask about other employers who may need a person with your qualifications.



Many firms require a psychological test, or a series of such tests, as part of the application procedure. The tests most commonly used are those that indicate intelligence or general aptitude. In addition, some firms use tests that give them information on specific aptitudes, personality traits, and interest patterns.

If you are a recent school graduate, you are probably used to taking tests. But if you have been away from school for some years, you may be apprehensive about the testing process. You may fear that your test scores will not reflect your real ability to do a job. *Don't let tests scare you off.* None of the commonly used tests require advance preparation; you need not feel concerned over not having "crammed" the night before. And bear in mind that your scores are only one among the many factors the employer will consider in judging your job qualifications.

Many tests have time limits. When they do, you will be told how much time you will have. Listen carefully to the instructions you receive. If you do not clearly understand what you are expected to do, be sure to ask questions. The time for questions, however, is before the test begins. If the test is timed, seconds lost in asking questions after it starts could seriously affect your score. After you start the test, work steadily and carefully. Do not light a cigarette or do anything else that interrupts your work. In taking most tests, you should not spend too much time on any one question; instead come back to difficult or time-consuming ones after you have completed the others.

Once the test is over, do not reproach yourself for not doing better. If the test is well constructed, you probably would make a similar score if you took it again. Remember, too, that employers do not regard your score as an infallible measure of your abilities—but as only one indication of them.

After the Interview

Make each interview a learning experience. After it is over, ask yourself these questions:

1. How did the interview go?
—What points did I make that seemed to interest the employer?
—Did I present my qualifications well? Did I overlook any that are pertinent to the job?
—Did I pass up clues to the best way to "sell" myself?
—Did I learn all I need to know about the job? Or did I forget or hesitate to ask about factors that are important to me?
—Did I talk too much? Too little?
—Was I too tense?
—Was I too aggressive? Not aggressive enough?

2. How can I improve my next interview?

☆ U.S. GOVERNMENT PRINTING OFFICE : 1978 O—261-017